
TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Rehabilitation Case Coordinator I** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. MATHEMATICS**(10 Questions)**

Employees in this job must have the ability to perform mathematical computations in order to accurately compute salary changes, calculate income and expenses. Employees also perform basic calculations using statistical information. Mathematical operations used on the job involve adding, subtracting, multiplying and dividing whole numbers and decimals, manipulating fractions and computing percentages. Test question topics include:

- Basic mathematical computations including addition, subtraction, multiplication, division, fractions, percentages and decimals;
- Applied mathematical problem solving;
- Arithmetical reasoning.

II. ENGLISH USAGE**(12 Questions)**

This job requires employees to be skilled in the proper use of English in a business context. Employees spend a significant amount of time on the job writing letters, communicating with other agencies to gather information and interacting with clients. These tasks require the employee to use appropriate grammar, spelling, vocabulary and punctuation. Exam questions are designed to determine your ability to use appropriate and effective language and communication techniques. Test question topics include:

- Appropriate use of grammar and syntax;
- Spelling and punctuation rules;
- Vocabulary commonly used in business communication.

III. READING COMPREHENSION SKILLS**(12 Questions)**

The ability to accurately read and understand information is an important part of this job. The questions in this exam section test your ability to read and comprehend information by presenting passages to read and asking questions that require the interpretation of the information presented in the passage.

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IV. REPORT WRITING

(10 Questions)

Employees in this job are often called upon to document client interactions and to prepare routine reports on work activities. This task involves locating and citing appropriate reference information, organizing information, and writing documentation and reports that conform to proper business etiquette. The exam questions presented test your ability to compile information and write clear, coherent and accurate reports. Test question topics include:

- Locating proper reference resources;
- Using citations and referencing information;
- Prioritizing information for placement in reports;
- Making decisions to ensure that reports conform to proper business formats.

V. INTERPERSONAL RELATIONS

(12 Questions)

Employees in this job must be able to communicate and interact with office staff, clients and the general public. The job requires employees to answer inquiries from the public or employees of other agencies, effectively handle hostile or upset individuals and promote a favorable impression of the agency and state employees to the general public. The questions in this exam section test your interpersonal relations skills using typical situations encountered on the job. Specific topics tested include methods to:

- Effectively respond to questions posed by the public;
- Promote a positive relationship with supervisors and coworkers;
- Promote a favorable impression of the agency and state employees;
- Effectively handle individuals who are upset or hostile.

VI. OFFICE PROCEDURES

(10 Questions)

Employees in this job perform a variety of routine office functions on a daily basis. These functions can include reviewing and maintaining client files, processing forms and records, answering telephones, opening and routing mail, etc. These office tasks require one to be knowledgeable of basic office practices and procedures. This section of the exam tests your knowledge of various procedures and practices used to conduct business in a typical office environment. Specific test question topics include:

- Proper handling of confidential information;
- Filing systems and procedures;
- Telephone etiquette;
- Procedures used in the receiving and routing of mail.